



# HEALTH MATTERS

## PATIENT PARTICIPATION GROUP PATIENT SURVEY, 2021-22

### REPORT SUMMARY

A big thank you to the 765 patients who responded to our survey this year. Covid restrictions and less footfall through the surgery meant that most of the surveys completed were at covid clinics. Also, a massive thank you to our Chair, Sandra Bosley, for inputting the data into Survey Monkey to enable us to analyse the results.

Our Annual Patient Survey Report for 2022 will be published shortly and be available to read in the Surgery and on-line via our website. The PPG sub-committee feels that the survey produced a good set of results.

The surgery received some lovely feedback that was appreciated by all and any negative comments were mainly a reflection of Covid working. There were some useful suggestions for service improvements that will be enhanced/re-introduced over the coming weeks eg prebookable appointments, online appointment booking. Unfortunately, due to Infection, Prevention and Control constraints there are some suggestions that would be difficult to meet, eg having toys in the waiting rooms.

We have increased our Reception team numbers and hope that this will improve processes, especially the telephones. We continue to monitor our telephone system and investigate concerns with our supplier as soon as they are raised as sometimes these are technical issues that we are not aware of.

Our PPG will continue to work with the Practice Management to address any concerns raised in the survey and to make suggestions for changes and improvements.

*"91% of respondents would be extremely likely or likely to recommend Northlands to friends and family"*

## SPRING BOOSTERS

We are currently offering the Moderna Spring Booster Vaccination to eligible patients weekly after 5pm (subject to demand). Please note if you need a second or booster Pfizer vaccination you will need to contact the National Booking System either via the website or 119.

North Street  
Calne  
Wiltshire SN11 0HH  
Tel: 01249 812141  
[www.northlands-surgery.co.uk](http://www.northlands-surgery.co.uk)

**Covid Working:** in line with NHSE guidelines, we are not currently offering evening appointments. Patients should only attend the surgery if they have an appointment and are kindly requested to wear a face covering (unless exempt) and follow our one-way system through the surgery. Thank you for your help with this.

### Opening Times:

Visit the Surgery Monday - Friday:

8.30am - 6.00pm

Or telephone between:

8.30am - 5.30pm

**Or 24/7 via Online Access to make/cancel appointments, order repeat prescriptions, access your medical record etc at a time to suit you.**

### Surgery Times (by appointment):

Monday - Thursday

8.30am - 12.30pm

2.00pm - 6.00pm

6.30pm - 8.00pm

Friday

8.30am - 12.30pm

### Out of Hours Service: I I I

### Our Doctors:

Dr R Leach MA BM BCh MRCGP DRCOG

Dr E Tully MB BCh BAO DFRSH MRCGP

Dr N Ware MB BS BSc DRCOG MRCGP

Dr J Dalton BM MRCGP DFRSH DCH

Dr N Abel BM BS MRCGP

Dr T Chambers BSc MBChB DRCOG MRCGP

### Trainees:

Dr E Burke MB BCh

Dr H Lawday BM BS

Dr R Jobard MBBS

### Our Nurse Practitioners:

Advanced Nurse Practitioner: Anita Peake

Advanced Nurse Practitioner: Charlotte King

Nurse Practitioner: Kathy Lenehan

### Our Practice Pharmacists:

Katy Griffin, Pharmacy Technician

### Our Care-Coordinator:

Steph Coulson

### Our Community Connectors:

Liz Denbury

Veronica Shaw

### Our First Contact Physios:

Tom Hirst

Jenny McCullough

## POD

(Prescription Ordering Direct )

tel: 0300 3035090 or email:  
[bswccg.podemergency@nhs.net](mailto:bswccg.podemergency@nhs.net)

## INTRODUCING OUR FIRST CONTACT PHYSIO (FCP) TEAM Jenny McCullough & Tom Hirst



Patients who have a first presentation of musculoskeletal symptoms such as back, knee or shoulder pain, will be signposted to our FCP's. Jenny or Tom will provide advice and guidance, signposting or onward referral and assessment and treatment options where required.



### Process for Repeat Prescription Medication Reviews

- When you order your medication from POD POD will advise your GP if you need a medication review. POD will also let you know and it is noted on the right hand side of your prescription.
- If you order your medication online and are due a medication review, please send an online message or contact Reception who will task the GP to review your medication.
- If the GP needs to speak with you, a telephone consultation will be arranged.
- In the event that a medication review has not taken place before your next issue, a one-off prescription can be issued.



### Handing In Samples at the Surgery

- Please hand in samples between 8.30 and 5.00 pm Monday-Thursday and 8.30-1.00 pm on a Friday.
- Please let Reception know if a GP has requested that you drop off a sample outside of these hours.
- Please only use the bottles supplied by the surgery.

### Test Results

- You can access your test results online, please ask at Reception to register for online access.
- Please telephone if the afternoon when the telephone lines are quieter.
- Urgent results will be communicated to you.



**Where:** Town Hall  
The Strand  
Calne SN11 0EN  
**When** Sat 14<sup>th</sup> May 2022  
**Time:** 10am - 2pm  
**Cost:** FREE ENTRY